Payline® User Guide - EFTPOS

paymentexpress®

PAYLINE® USER GUIDE – EFTPOS

Pay line is a web-based payment management client that can be used to manage transactions and run reconciliation reports. It can also be used to monitor your EFTPOS in real time.

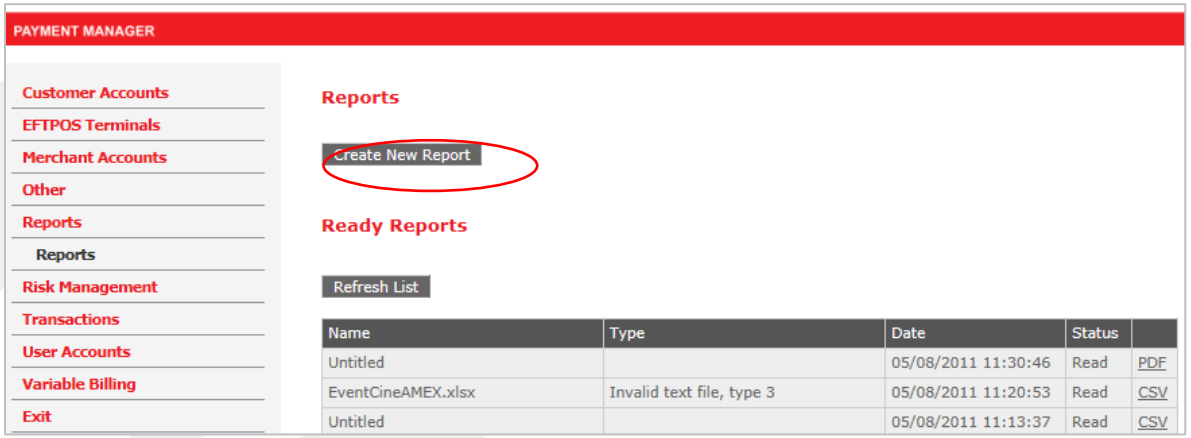
LOGGING INTO PAYLINE

You can logon to Payline though our website on **www.paymentexpress.com** using the username and password provided with your account. Click on '**Client** Login', at the top right hand corner of the home page. If you have any problems logging into Payline please contact Payment Express support via email on **support@paymentexpress.com**

CREATING A REPORT

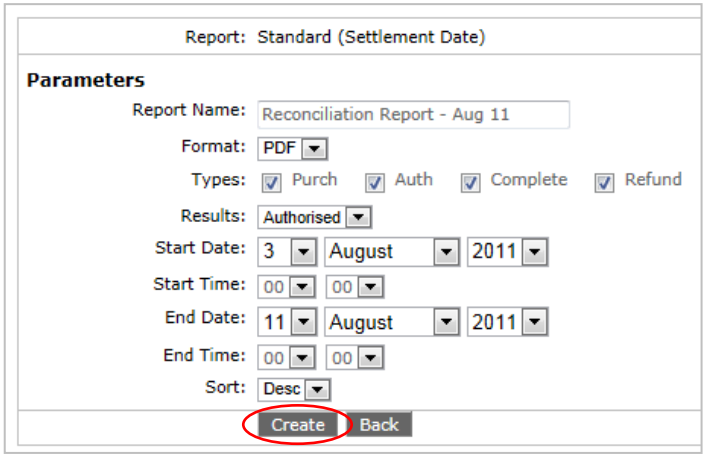
Using Payline, merchants can process 'on demand' reports. These reports are available in PDF and CSV formats. Merchants can also process reports specific to date ranges and transaction types (Please contact **sales@paymentexpress.com** for more information on the various reporting features available).

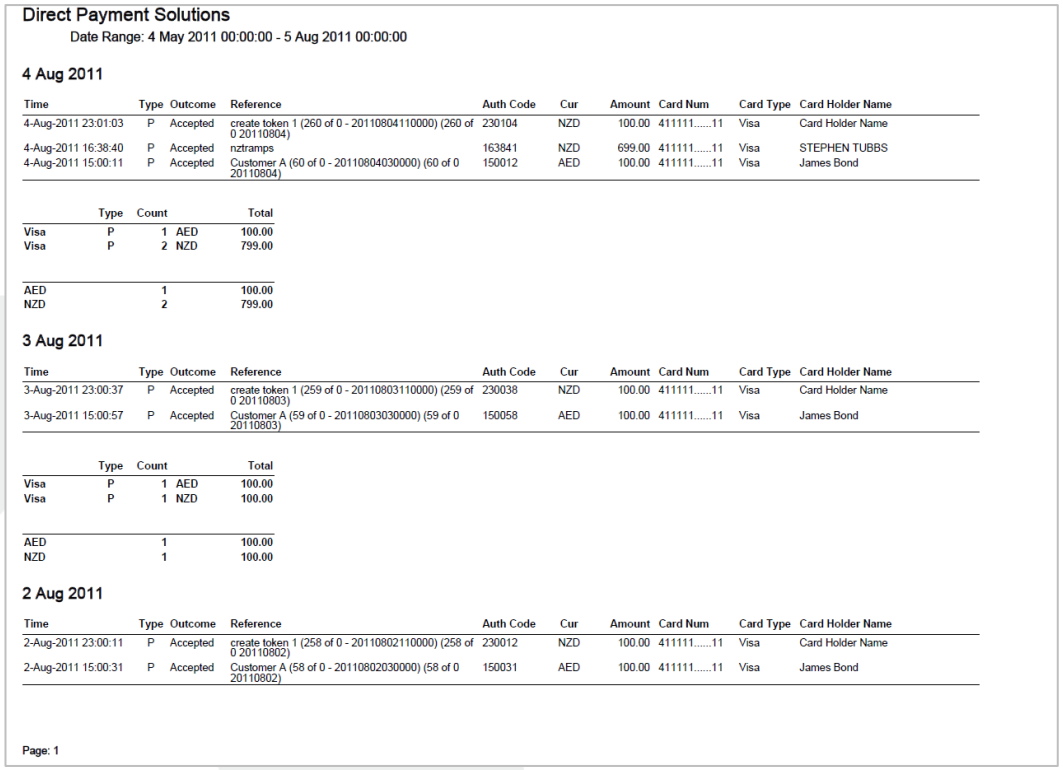
To process a report, click on **'Reports'** then **'Reports'** from the menu item and click on the **'Create New Report'** button. Select the report type you wish to create from the drop down box. The **'Standard'** report reports on all transactions on a calendar day (ie. between midnight and midnight). The **'Standard (Settlement Date)'** report reports on all transactions that settled on the date selected and thus will match to your bank statement automatically. By default, the date range is set to the previous day. These ranges can be reset to meet your requirements as outlined below.



Once you have entered all the required information, click on '**Create**'. Once your report has been generated, it will appear under the '**Ready Reports**' section. An example of what your report should look like is shown below. The final step is to print or save the report to your hard drive. You can periodically check if the report you have just created is ready, by clicking on '**Refresh List**'. All new reports have their status set to 'Unread'.

Report Name	Free text field to enter a meaningful report name
Format	Select from PDF or CSV format. This by default is set to PDF
Types	Select the types of transactions you wish to report on.
Results	Select the types of transaction results you wish to report on
Start	The start date from which you would like to report on. Enter dates in DD / MM / YYYY format. You can also enter specific times you want to report on in the corresponding fields.
End	The end date for which the report will be generated for. Enter dates in DD / MM / YYYY format. You can also enter specific times you want to report on in the corresponding fields.
Group Accounts	This option is only available to merchants that have more than one account and allows them to choose which account they wish to report on.
Sort	Select either ascending or descending based on how you would like records returned.





Direct Payment Solutions

Date Range: 4 May 2011 00:00:00 - 5 Aug 2011 00:00:00

4 Aug 2011

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Card Num	Card Type	Card Holder Name
4-Aug-2011 23:01:03	P	Accepted	create token 1 (260 of 0 - 20110804110000) (260 of 0 20110804)	230104	NZD	100.00	411111.....11	Visa	Card Holder Name
4-Aug-2011 16:38:40	P	Accepted	nztramps	163841	NZD	699.00	411111.....11	Visa	STEPHEN TUBBS
4-Aug-2011 15:00:11	P	Accepted	Customer A (60 of 0 - 20110804030000) (60 of 0 20110804)	150012	AED	100.00	411111.....11	Visa	James Bond

	Type	Count		Total
Visa	P	1	AED	100.00
Visa	P	2	NZD	799.00
		1	AED	100.00
		2	NZD	799.00

3 Aug 2011

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Card Num	Card Type	Card Holder Name
3-Aug-2011 23:00:37	P	Accepted	create token 1 (259 of 0 - 20110803110000) (259 of 0 20110803)	230038	NZD	100.00	411111.....11	Visa	Card Holder Name
3-Aug-2011 15:00:57	P	Accepted	Customer A (59 of 0 - 20110803030000) (59 of 0 20110803)	150058	AED	100.00	411111.....11	Visa	James Bond

	Type	Count		Total
Visa	P	1	AED	100.00
Visa	P	1	NZD	100.00
		1	AED	100.00
		1	NZD	100.00

2 Aug 2011

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Card Num	Card Type	Card Holder Name
2-Aug-2011 23:00:11	P	Accepted	create token 1 (258 of 0 - 20110802110000) (258 of 0 20110802)	230012	NZD	100.00	411111.....11	Visa	Card Holder Name
2-Aug-2011 15:00:31	P	Accepted	Customer A (58 of 0 - 20110802030000) (58 of 0 20110802)	150031	AED	100.00	411111.....11	Visa	James Bond

Page: 1

Report type - Standard EFTPOS and Standard EFTPOS (Settle Date)

These types of reports allow you to sort transactions by **'Device ID'**. The **'Device ID'** is usually the same as the serial number of the EFTPOS PINpad. If you run the report in CSV format, you may sort the CSV document using the parameter **'Device ID'** as a filter to obtain the transaction history of individual EFTPOS PINpads.

Auth Code	Cur	Amount	Cashout	Card Num	Card Type	Card Holder Name	Device Id
000008	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
000047	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
000029	NZD	19.95	0.00	499999.....09	Visa	TEST1 DPS	209298173
000015	NZD	12.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
000034	NZD	5.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
000005	NZD	5.00	0.00	999999.....08	EFTPOS	TEST4 DPS	2009844398

Report type - Standard (CAID) and Settlement (CAID)*

These types of reports allow you to sort transactions by **'Merchant ID'**. However, these types of reports only include EFTPOS and credit card transactions. **They do NOT report on cash transactions.** The **'Merchant ID'*** is issued by your merchant bank, it usually corresponds to the **'terminal'** number on the EFTPOS receipt.

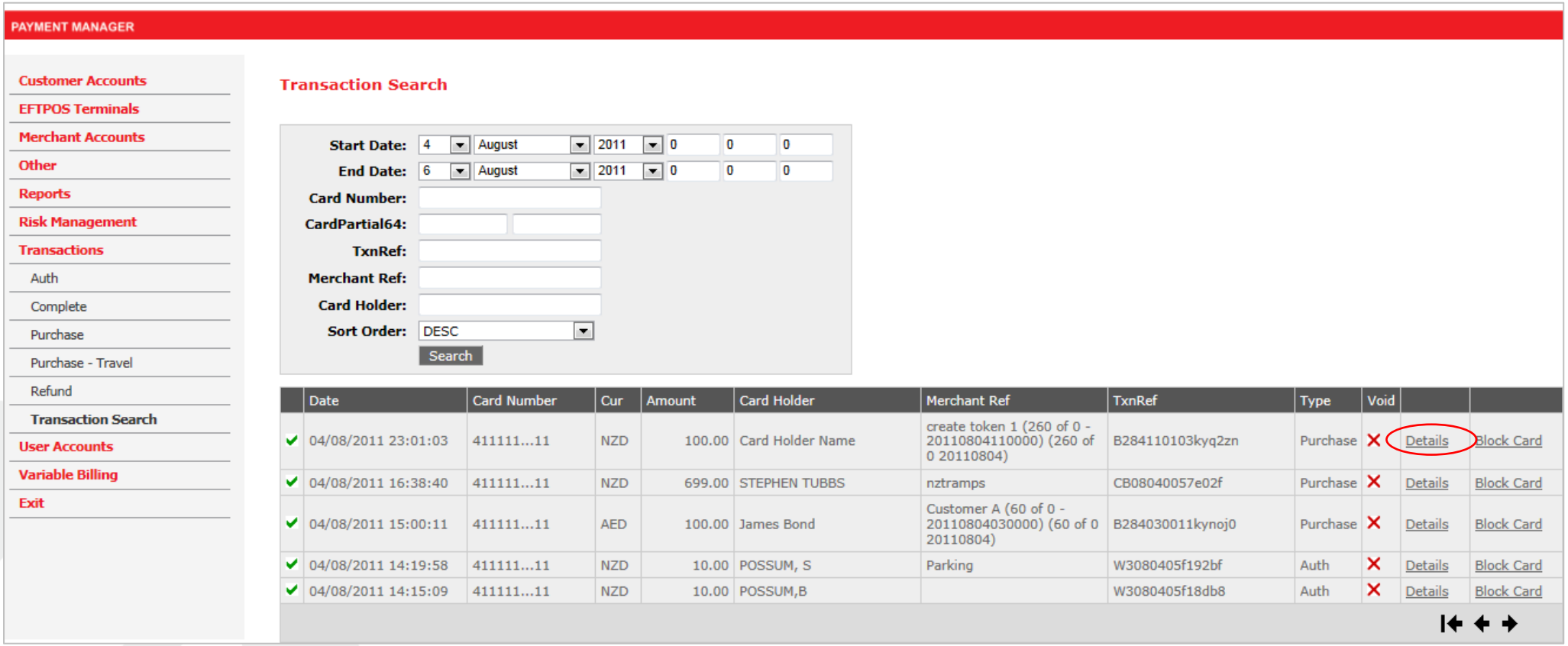
Merchant Id	Auth Code	Cur	Amount	Card Num	Card Type	Card Holder Name
18805803001	000008	NZD	1.00	499999.....09	Visa	TEST1 DPS
18805803001	000047	NZD	1.00	499999.....09	Visa	TEST1 DPS
18805803001	000029	NZD	19.95	499999.....09	Visa	TEST1 DPS
18805803001	000015	NZD	12.00	499999.....08	Visa	TEST2 DPS
18805803001	000034	NZD	5.00	499999.....08	Visa	TEST2 DPS
18805803001	000005	NZD	5.00	999999.....08	EFTPOS	TEST4 DPS

Note: If a transaction is from a foreign card issuer, it will be recorded as equivalent value in New Zealand/Australian Dollars. For example, 'Cur: EUR' and 'Amount: 50' means the card holder has been charged 50-New-Zealand-dollar worth of European dollars.

In New Zealand the **'Merchant ID' refers to the ETSL merchant ID issued by the merchant bank. Each.EFTPOS PINpad is associated with a unique merchant ID.*

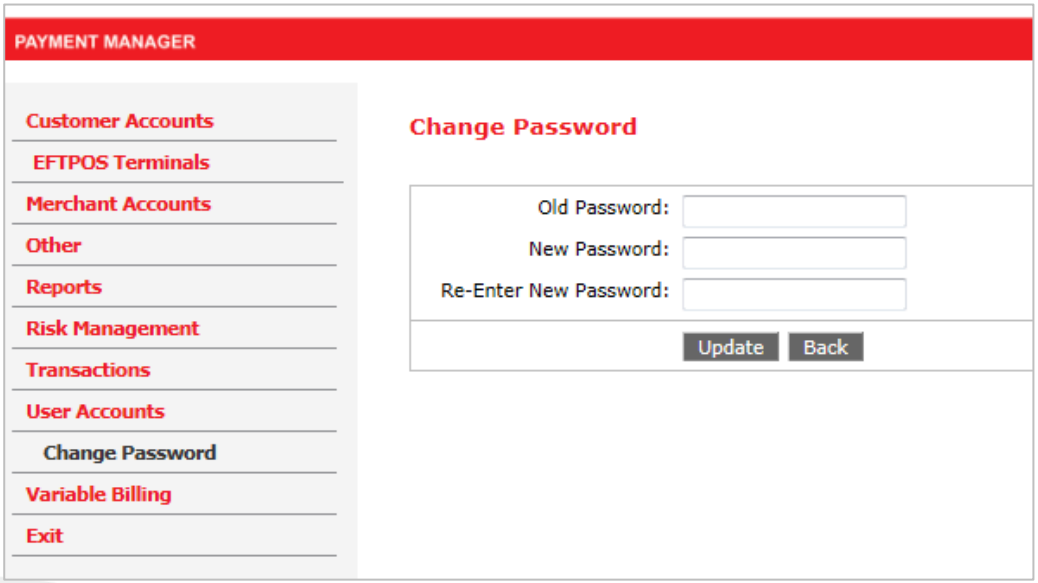
TRANSACTION SEARCH

The transaction search feature allows you to search for all transaction types you have processed. To search for a transaction click on **'Transactions'** then the **'Transaction Search'** option from the menu item. You can also choose to view transactions based on a particular **date range**. Please note that the date range specified must be **less than 30 days**. To view details of a transaction, click on **'Details'** in the last column.

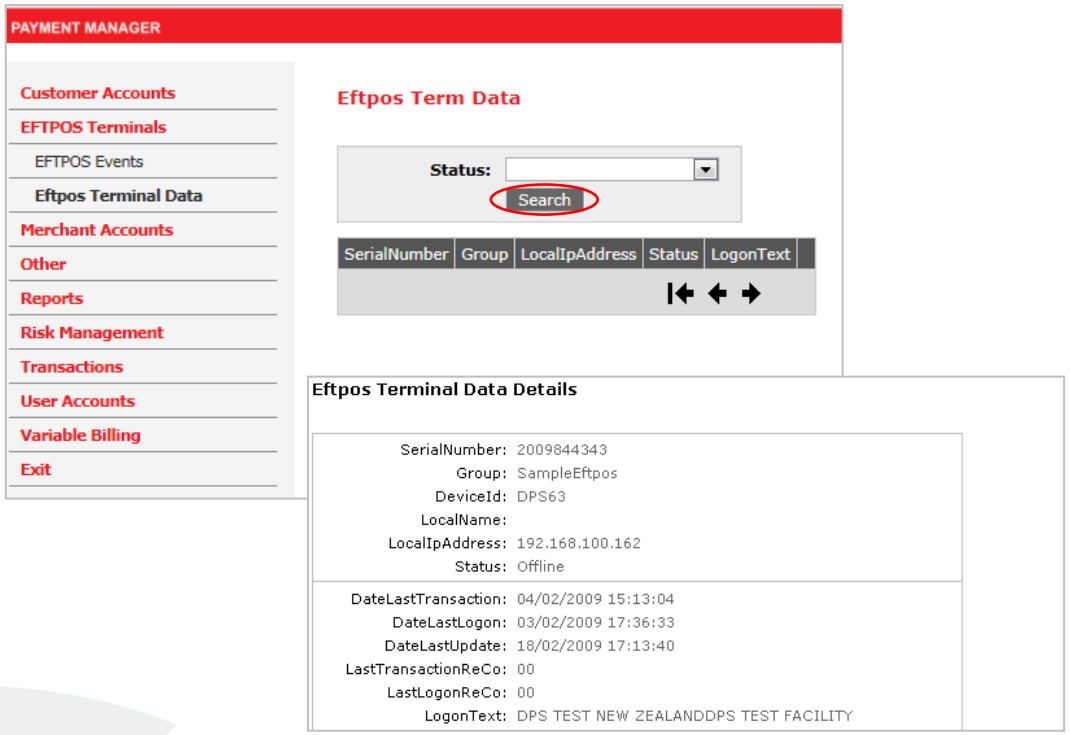

PAYMENT MANAGER
Customer Accounts
EFTPOS Terminals
Merchant Accounts
Other
Reports
Risk Management
Transactions
Auth
Complete
Purchase
Purchase - Travel
Refund
Transaction Search
User Accounts
Variable Billing
Exit
Transaction Search
Start Date: 4 August 2011 0 0 0
End Date: 6 August 2011 0 0 0
Card Number:
CardPartial64:
TxnRef:
Merchant Ref:
Card Holder:
Sort Order: DESC
Search
Date | Card Number | Cur | Amount | Card Holder | Merchant Ref | TxnRef | Type | Void
04/08/2011 23:01:03 | 411111...11 | NZD | 100.00 | Card Holder Name | create token 1 (260 of 0 - 20110804110000) (260 of 0 20110804) | B284110103kyq2zn | Purchase | Details | Block Card
04/08/2011 16:38:40 | 411111...11 | NZD | 699.00 | STEPHEN TUBBS | nztramps | CB08040057e02f | Purchase | Details | Block Card
04/08/2011 15:00:11 | 411111...11 | AED | 100.00 | James Bond | Customer A (60 of 0 - 20110804030000) (60 of 0 20110804) | B284030011kynoj0 | Purchase | Details | Block Card
04/08/2011 14:19:58 | 411111...11 | NZD | 10.00 | POSSUM, S | Parking | W3080405f192bf | Auth | Details | Block Card
04/08/2011 14:15:09 | 411111...11 | NZD | 10.00 | POSSUM,B | | W3080405f18db8 | Auth | Details | Block Card

PASSWORD MANAGEMENT

Payment Express recommend that you change your password periodically and that you do not store this in an easily accessible location. To reset your password, click on '**User Accounts'** and then **'Change Password'** from the menu item, and enter your old password once. You will be prompted to enter your new password twice. Be aware that passwords are case sensitive and that your password must contain **at least 8 characters, with at least 1 being a digit**.



MONITORING EFTPOS PINPADS*



Click on **'EFTPOS Terminals'** then **'EFTPOS Terminal Data'** menu items. Select the status of the EFTPOS PINpads from the **'Status'** drop down menu. Once you have clicked on the **'Search'** button, a status table of EFTPOS PINpads will be returned according to the selected status. If you select nothing for **'Status'** and search, it will simply return information on all EFTPOS PINpads connected to your EFTPOS **'Payline Manager'** account.

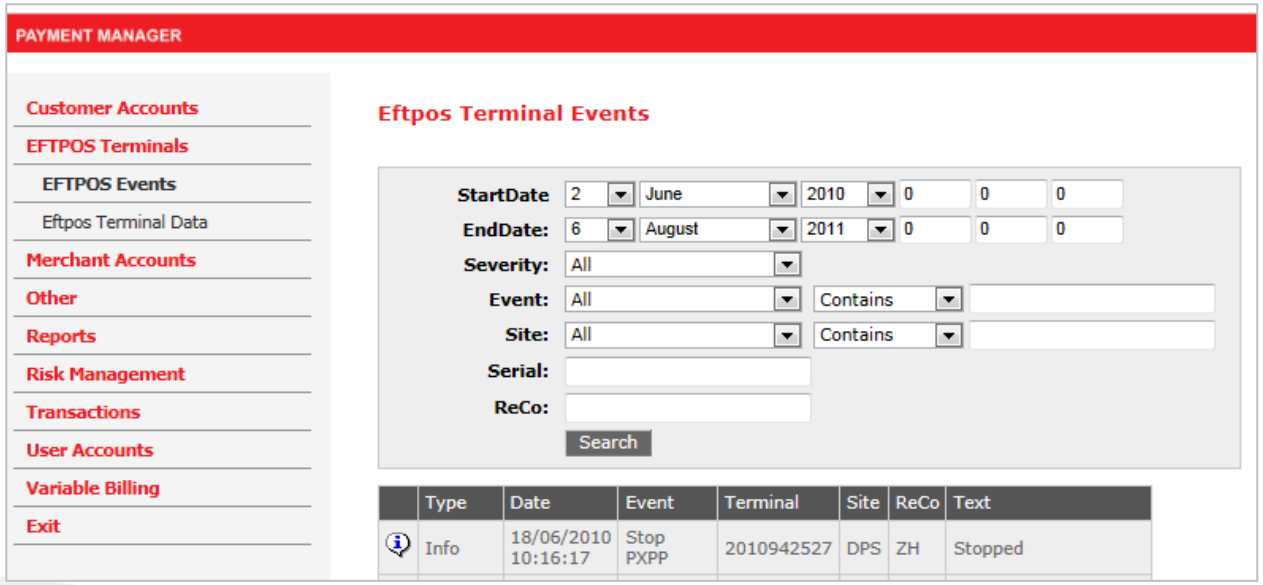
To check more details of a particular EFTPOS PINpad, click on the **'Details'** button.

You may find some useful and straight forward information in the **'EFTPOS Terminal Data Details'** section such as **'DateLastTransaction'** and **'DateLastLogon'**. However, some information in this section may be technical, such as **'LastTransactionReCo'**. We recommend that you contact DPS directly if you are uncertain of the information in this section.

Serial Number	It is unique for each EFTPOS PINpad and it is printed under the bar code on the back of the unit.
Group	Payment Express user group (named in Payment Express naming convention) which the EFTPOS PINpad belongs to. It usually indicates the store/office site.
Local IP Address	The LAN IP address of the computer/server the PINpad is connected to
Status	**Online**:The PINpad has been connected to Payment Express' server at some point of time. It does **not** reflect the PINpad status in real time. **Inactive**: The EFTPOS PINpad is not in use. **PINpad** Offline: There has been a problem with connection between the PINpad and the computer/server. **Offline:** There has been a problem with the network or internet.
Logon Text	Card accepter name. It indicates the store/office site name returned from banking network. It is usually specified in merchant agreement with the merchant bank.

DIAGNOSTICS

The **'EFTPOS Events'** feature allows you to search for activities of different EFTPOS PINpads on remote sites. Payment Express recommends using **'Serial'** as a search parameter. You can also choose to view PINpad activities based on a particular date range. **'Severity'**, **'Event'**, **'Site'** and **'Reco'** can also be used as search parameters, however they are not recommended.



ReCo and Text	Refer to Appendix. Contact Payment Express if you wish to interpret them.
Event*	**Magstripe Read Error:** The EFTPOS PINpad has failed to read the card. Try and swipe the card again. **Printer Error:** Problem with printer settings or hardware. Contact IT administrator for assistance. **PINPad Online:** The EFTPOS PINpad has been connected to 'DPS EFTPOS Client' software on the computer/server. **PINPad Offline:** The EFTPOS PINpad has lost its connection to 'DPS EFTPOS Client' software on the computer/server. **Startup PXPP OK**: The 'DPS EFTPOS Client' software has started successfully. **Download:** The EFTPOS client has downloaded resources for upgrade. **Diagnostic:** The EFTPOS PINpad has returned an error/diagnostic message. Contact Payment Express if you wish to interpret the message.
Terminal	The serial number of the EFTPOS PINpad.
Site	It usually indicates the store/office site in Payment Express naming convention.

**Not all types of events are included in this user guide.*

APPENDIX: EFTPOS RESPONSE CODES*

A0 CANCELLED
A1 Cannot read Card
A2 Invalid Slot
A3 AutoLogon Failed TX
A4 AutoLogon Failed Timout
A5 AutoLogon Failed MAC
A6 AutoLogon Comms Error
A7 Cannot save terminal state
A8 Invalid ReceiptLineTerminator from POS
AC Invalid ReceiptLineTerminator from SysParam
AD Invalid ReceiptREset from SysParam
AE Invalid ReceiptSeparator from POS
AF Invalid ReceiptSeparator from SysParam
AG Invalid ReceiptEject from SysParam
AH Invalid ReceiptEject from SysParam
AI Select Account timeout
AJ GetPin timeout
AK Invalid cash out Amount
AL Invalid Amount
AM Invalid Amount - Too High
AN Zero amount transaction not allowed
AO Operator Cancel During Enter card
AP Operator Cancel During Manual PAN entry
AQ Operator Cancel During Select Account entry
AR Operator Cancel During PIN Entry
AS Invalid Amount - Cash out for purchase only
AT Terminal parameters not set
AU Card Read error
AV MAC VAlidation Error
AX Message Validation Error
AY Invalid Response Code
AZ Invalid field48
B0 AmountPurchase or AmountCashOut not zero for Balance transaction
B1 AmountCreditLimit Invalid
B2 Invalid Card - is loyalty card, not purchase card
BC Invalid CurrencyRate
BD CurrencyId
BA Operator Cancel During Select Currency (DCC only) entry
BE CurrencyId Not Valid
BF Init terminal 2
BG EnableCurrencyConversion Not Allowed
BH CurrencyRate longer than 7 digits including decimal place
BI Invalid Date
E0 EMV Download completed
E1 App Blocked
E2 TxnRef Error / Trnasaction not found
E3 No offline Pin support
E4 DCC CurrencyId invalid
E5 DCC AcquirerId Invalid
E6 DCC CurrencyRate Invalid
E7 EMV card removed
E8 ICC Declined
F0 Please log on - offline transactions not allowed
F1 Offline exceeded - either num transactions or offline duration
F2 Invalid offline transaction (not purchase only)
F3 Declined offer to process offline
F4 Offline over purchase limit / Tip limit exceeded
F5 Offline transaction already stored for this card
F6 Only signature supported
F7 Timeout waiting for merchant to allow offline transaction
F8 Timeout waiting for merchant to allow excess offline amount
F9 Timeout waiting for PINPad MAC Generate
U9 Timeout for Transaction
UA Power Fail
UB Auto Logon timeout during transaction
UC Timeout for reversal (CANNOT PROCESS)
UD Auto Logon Failed
Z1 Link Down
Z2 Busy
Z3 MacGen Error
Z4 Printer Offline or error
Z5 Busy - PINPad Offline
Z6 Busy - Auto logon in progress Z7 Busy - EMV file in progress
Z9 Signature Declined ZA Sign Receipt (PINPad) ZB PINPad not initialized
ZC Card Reader Error ZD PINPad offline
ZD PINPad offline
ZE PINPad Back Online
ZF No unit selected
ZG Unknown command
ZH Service Shutdown
ZI PC Shutdown
ZJ System Startup
ZK System Startup but PIN Pad Offline
ZL PIN Pad serial Swapout - serial number changed

** EFTPOS Response Codes are provided as information only and they are subject to change. Contact Payment Express if you wish to interpret them.*